



## **BATH ACADEMY COMPLAINTS POLICY**

### **Introduction**

The aim of this policy is to ensure that a complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing our systems and procedures in the light of the circumstances.

"Parent/s" includes a current parent or legal guardian or education guardian or a student aged 18+ and may at our discretion include a parent whose child has recently left the college if the complaint was initially raised whilst the student was still registered as a student at the college. The complaints process is not available to prospective parents.

If parents have a complaint, they may expect it to be treated by the college in accordance with the three-stage procedure outlined below.

### **Stage 1 – Informal Resolution**

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a concern or complaint (i.e., an issue about which they are unhappy and seek action by the college) they should normally contact their son's/daughter's Personal Tutor. In many cases, the matter will be resolved to the parents' satisfaction straightaway by this means. If the Personal Tutor cannot resolve the matter alone, it may be necessary for him/her to consult one of the Vice Principals.
- Complaints made directly to a member of staff other than the student's Personal Tutor will usually be referred to the Personal Tutor unless a Vice Principal or the Principal deems it appropriate for him/her to deal with the matter personally.
- The Personal Tutor will make a written record of all concerns and complaints and the date on which they were received and subsequently where relevant, details of the resolution reached. Should the matter not be resolved within ten working days (within term time) or in the event that the Personal Tutor and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with **Stage 2** of this procedure.

## **Stage 2 – Formal Resolution**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Principal along with any evidential substantiation if appropriate. The Principal will acknowledge receipt of the complaint, either orally or in writing, within five working days, indicating what action is being taken and the time scale for the investigation and decision (10 working days within term time). In most cases, the Principal will meet or speak to the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Principal to carry out further investigations and to request further information from any party.
- The Principal will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for his decision. This written decision will state whether the complaint is resolved or whether it will proceed to **stage 3**. Whether or not the complaint is upheld the college will review its procedures in the light of the complaint and write to the complainant summarising its actions.

## **Stage 3 – Panel Hearing**

- If parents are dissatisfied with the Principal's decision under **Stage 2** (above), or if the complaint is against the Principal, the complaint should be referred in writing to the Directors of Bath Academy Ltd. requesting a hearing before the Complaints Panel. The request will only be considered if the procedures at **Stages 1-2** have been completed. Parents must state in their letter the outcome desired and all the grounds of the complaint. They should also send a list of all the documents that they believe to be in the college's possession that they consider relevant in the matter and that they wish the Panel to see.
- The Directors will acknowledge the request normally within five working days of receiving it and schedule a hearing before the Panel to take place as soon as practicable and within 15 working days thereafter.
- The Panel will consist of at least three persons, comprising members of the board of directors who have no detailed prior knowledge of the circumstances of the complaint and at least one member who is independent of the management and governance of the college.

- The hearing will be chaired by one member of the Panel (chosen by themselves) and will be conducted in an informal manner.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to all parties not later than five working days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- All statements made at the hearing will be unsworn. All present will be entitled, should they so wish, to write their own notes for reference purposes. The Chairman may direct that the hearing is tape recorded to assist accurate recollection for purposes of the decision. The Panel will be under no obligation to retain tapes thereafter. A handwritten minute of the hearing will be taken in any event.
- The Chairman will conduct the hearing in such a way as to ensure that all those present have the opportunity of asking questions and making comments in an appropriate manner. The hearing is not a legal proceeding and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account.
- All those attending the hearing will be expected to show courtesy, restraint and good manners or, after due warning, the hearing may be adjourned or terminated at the discretion of the Chairman. If terminated, the original decision will stand. Any person who is dissatisfied with any aspect of the way in which the hearing is conducted must say so before the proceedings go any further and his/her comments will be minuted.
- After due consideration of all facts it considers relevant, the Panel will reach a decision and may make recommendations, which it shall complete within five working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal and, where relevant, the person complained of. The findings and recommendations of the Panel will be available for inspection by the proprietary company and the Principal at the college.
- Number of complaints registered in the academic year 2019-20: one (resolved in Stage 1).

**Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.**

**Written records (available on request) will contain an indication whether complaints were resolved at the preliminary stage, or whether they proceeded to a panel hearing.**

Parents may make separate complaint to the authority that regulates the College, namely the Independent Schools Association (for academic courses) or the British Council for English Language courses. Their addresses for post and personal enquiries are:

Independent Schools Association  
ISA House, 5-7 Great Chesterford Court  
Great Chesterford  
Essex  
CB10 1PF

British Council  
Bridgewater House  
58 Whitworth Street  
Manchester  
M1 6BB

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